

August 2002

Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission (FCC)  
445 12<sup>th</sup> Street SW, TW-A325  
Washington, DC 20554

Re: Ultratec's Petition on CapTel - Docket 98-67

As a person who has experienced CapTel, I am sending these comments to support Ultratec's petition to the FCC on the offering of CapTel service. I have had the opportunity to experience CapTel calls, and can tell you first hand the impact it has made on my ability to use the telephone.

I walked one day in the department of communication to request a cell phone trial that is when Paula Tucker in the same department informed about the CapTel phone. Since then, I have been very excited in going there to experience it. There is a big difference between the TTY/VCO and the CapTel. One thing that really impressed me is that my family and friends have been willing to talk with me longer than before. We can interrupt each other if it is necessary. Most of the people that I communicate with via CapTel told me they like it better than the VCO phone. They feel very comfortable talking about anything through it. One thing that I learned is that they explained to me that when they are talking via relay through VCO, they had to say go ahead each time they finish talking. Alternatively, the relay has to interrupt them sometimes to tell them to talk slowly or repeat again. I did not know it until now which I think it is a little boring to do so. I did remember in the past when I was able to use the regular phone and we just talk over by waiting the other to finish talking and then to begin talking. I know sometimes we may have to interrupt each other if we have to add a word or to clear up something while the conversation was going on. So far I would like to say I like it better and I would like to see this service available 24 hours in all different state in case if I want to bring my phone me in another state when I travel.

In closing, CapTel should be recognized by the FCC as a reimbursable TRS service.

Sincerely,

Name Lise Bien-Aime  
Address 800 florida ave ne washington dc 20002  
Email address Bienaime71@hotmail.com